

FACTS

from the City of Greenville

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City Council Adopts Cable TV Regulations

Summary

For the last several months, the City of Greenville staff has been working with consultants affiliated with the firm of DMG-Maximus to negotiate a new cable tv franchise agreement with Charter Communications and to draft a cable tv regulatory ordinance which will govern Charter Communications and any other cable television provider who enters the Greenville market. The City and Charter have not yet reached agreement on the franchise agreement, but City Council adopted the cable tv regulatory ordinance at its September 17 City Council meeting. The City has the ability to pass and enforce a cable tv regulatory ordinance without the agreement of Charter, as long as the ordinance is consistent with Federal law and regulations.

Key Points:

- Greenville citizens have had significant input to this process, through a customer service survey, focus groups, complaints received via telephone, e-mail and letters as well as attendance at a Council committee meeting. The quality of customer service provided by Charter has emerged as the single biggest issue on the minds of Greenville citizens.
- The cable tv regulatory ordinance contains specific performance standards as well as several improvements which will allow the city staff to monitor and enforce compliance with the standards.
- From the standpoint of citizens, the most important portion of the cable tv regulatory ordinance is the customer service standards. A summary of the key customer

service standards follows. Charter will pay additional compensation to the City, in the amount of \$1.00 per subscriber, if they do not meet these standards.

- Key customer service standards:
 - In 90% of the cases, under normal operating conditions, measured on a quarterly basis, telephone answer time by a trained representative, including wait time, shall not exceed thirty (30) seconds from when the connection is made. If the call needs to be transferred, the time to complete the transfer time shall not exceed thirty (30) seconds.
 - In 97% of the cases, under normal operating conditions, measured on a quarterly basis, customers will not receive a busy signal.
 - In 95% of the cases, under normal operating conditions, measured on a quarterly basis, installations will be performed within 7 business days.
 - In 95% of the cases, under normal operating conditions, measured on a quarterly basis, service appointments will be met within a four-hour window. Customers will also receive a \$20 credit or free installation if a service technician is late.
 - In 90% of the cases, under normal operating conditions, measured on a quarterly basis, work to repair service outages will begin within 24 hours. Customers will also receive one free day of service for each day service is lost.
- In addition, the cable tv company must bury those cables and lines which are intended for underground installation on private property within seven working days of cable tv service being installed.
- Under FCC regulations, the City can begin enforcing the ordinance 90 days after notifying Charter of the City's intention to do so.

For More Information:

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